



Community Center Frequently Asked Questions

Q: How do I book the Community Center for a party or event?

A: Residents can visit the Community Center section of the website to locate the online reservation link. That link will take you to the online scheduling software, Skedda, to complete the booking request process.

Q: Do I need a VIZpin to rent the facility?

A: Yes, residents will be required to have an active VIZpin Mobile Access Pass (Smartkey) to reserve. If you have yet to apply for your VIZpin Mobile Access Pass (Smartkey) you can visit the Apply for A Pass section of the district website.

Q: How much will it cost to rent the Community Center?

A: Residents will be charged \$75 an hour and there is a 2-hour minimum.

Q: What is the capacity of the Community Center for a party or event?

A: The event capacity has been set at 100 people.

Q: Is there a PA system included in the space?

A: There is not a built-in PA system and noise levels at events will be closely monitored.

Q: How late can an event run?

A: Rentals must end no later than 10 p.m. — including all clearing of guests, clean-up and tear-down of the space.

Q: The facility looks large. What is included in the space?

A: The Community Center is 3,800 square feet and includes a Main Hall, Courtyard, Kitchen, Boardroom and Restrooms.

Q: Are any chairs, tables or furniture pieces included with a rental reservation?

A: The district has a supply of 50 folding chairs, 6 eight-foot-long banquet tables, and several easels. There is also outdoor furniture available. Any additional equipment must be furnished by the Reserving Party at their own expense.

Q: Is this like a Recreation Facility?

A: No. This is not a recreational facility. We won't have a gym here, or regular recreational classes and we encourage residents to continue to utilize the Parker Recreation Center for those types of uses. We will occasionally offer district-sponsored events and of course, residents can use this beautiful space for things like baby showers, birthday parties and the like.

Q: May I teach my yoga classes in this facility?

A: The facility has been built to offer space for non-commercial events, such as children's birthday parties and celebrations such as bridal or baby showers. It is not intended to be used for instructors offering paid classes or services.

Q: Can you elaborate on what type of events, if any, are not allowed?

A: The Community Center is for the non-commercial use of residents. The district defines commercial activities as not any activity intended to support the sale of goods or services to gain profit. Some examples of disallowed commercial activities include but are not limited to: the teaching of yoga or Pilates, selling of Tupperware, jewelry, essential oils, or holding any classes where there is an associated fee/profit.

Q: How much parking is available?

A: The facility has an approximately 50-space parking lot that is shared with other significant community facilities, including the family pool, the adult pool and spa, and the basketball and tennis courts. There are also a few provided handicapped spaces. Since parking is limited and is available only on a first come, first serve basis, ride sharing is strongly encouraged for any event.

Q: Can the facility be rented by both the residents of Stonegate Village as well as Stonegate North Villages?

A: The use of the space is for residents of Stonegate North Villages Metropolitan District and, as outlined in a reciprocal agreement, Stonegate Village Metropolitan District. Any resident of either district looking to reserve the space must have an active VIZpin Mobile Access Key (Smartkey).

Q: Do I also get the use of the swimming pool or the area around the pool with my reservation?

A: No. Rentals are for the entirety of the Community Center and adjacent courtyard only. They do not include use of Stonegate North Villages pool facilities, the pavilion, cabanas, or the adult pool and spa.

Q: Does the Community Center have Internet access?

A: Yes, the facility does have some Internet access, but the district assumes no liability for the strength of the wifi connection at any given event or for situations that may arise causing the Internet to be down.

Q: What things should I keep in mind as I make a reservation?

A: The person making the reservation request is the Reserving Party and will be required to have an active VIZpin, be present at the entirety of the event as the main point of contact, be at least 18 years of age for any event, or 21 years of age if any alcohol will be present. In addition, they must have a credit card reflecting their name; this credit card will be charged at the time of approval, held on file, and may be charged for any overage or damage fees.

Q: If my event is from 3 p.m. to 5 p.m. do I just plug in those as my start and end times when I make my request?

A: No. The rental timeframe that you request must include: any time required to complete a pre-event walkthrough, as well as all time required to clear the building of all guests, complete clean-up and tear-down, and conduct a post-event walkthrough.

Q: I have made a booking request. When will I hear back?

A: The Reserving Party will receive an automated email confirming the details of the booking request. This notification will say this is a booking, but this message is only from the online scheduling system. This email is not a confirmation that the event is approved by the district. Within 2 business days the Reserving Party will receive a notification from reservations@stonegatenorthvillages.org with an Approval and Confirmation or Denial.

Q: What if I need to change or cancel my event after I have made a booking?

A: Cancellations and changes must be made by sending an email to: reservations@stonegatenorthvillages.org. Reservations must be canceled or changed one week prior to event to receive a partial refund. The refund will include the facility rental fee minus a non-refundable \$25 fee and credit card processing fees. Note: The district will not accept cancellations or changes within one week of the event start date.

Q: Is there anything not allowed as we think about decorations?

A: To keep maintenance costs at a minimum, do not tack, tape, nail, or staple anything to the walls, ceilings, columns, doors or other parts of the community center and surrounding structures. Glitter, helium balloons, open

flames, or products producing wax are also not allowed. Violations of the above will result in additional cleaning fees and/or potential fines.

Q: How will I gain access to the facility the day of the event?

A: A Community Center Liaison will meet the Reserving Party at the reservation start time to gain access to the facility and do an orientation of the space. The Reserving Party must present the credit card and I.D. used during the initial reservation request.

The Reserving Party must be present at the listed start time of the reservation for this mandatory pre-event walkthrough. No event can begin without this pre-event meeting occurring and should the Reserving Party fail to meet the Community Center Liaison at the listed start time, access to the facility may be forfeited with no refund provided. Additionally, the district reserves the right to charge the Reserving Party overage fees, equal to \$50 per increments of ten minutes, should Reserving Party be late to the scheduled pre-event walkthrough.

Q: How will I close and secure the facility after my event ends?

A: A Community Center Liaison will meet the Reserving Party at the listed end time of the event, to ensure the Reserving Party has cleared the building of all guests, completed clean-up and tear-down. The Community Center Liaison is not responsible for clean-up of the event, only the post-event walkthrough. The Community Center Liaison will conduct a walkthrough and lock the building.

The Reserving Party must be present at the listed end time and up to 15 minutes after the listed end time to meet the Community Center Liaison for this mandatory post-event walkthrough. The district will charge the Reserving Party overage fees, equal to \$50 per increments of ten minutes, should Reserving Party have failed to clear the building of all guests, finish clean-up and tear-down, or otherwise be late to the scheduled post-event walkthrough.

Have a question not addressed here?

Please be certain to read the full Community Center Rules and Regulations.



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